



EUROPEAN
LOGISTICS
ASSOCIATION

Guidelines to establish a National Certification Centre for an assessment system based on the ELA Standards.

Table of Contents

Mission Statement	2
Introduction	2
Who can become a National Certification Centre (NCC)	2
How to become a National Certification Centre	3
Application procedure:	3
The National Certification Centre	3
The Board	3
The Administration	3
The Assessor	3
Role and Responsibilities	4
In the framework of its obligations the ELA Certification Committee shall:	4
In its rights the ELA Certification Committee is authorised to:	4
Upon signing this agreement the NCC has the right and obligation to:	5
Having signed this Agreement and having paid the due initial fee the NCC is entitled to:	5
Having been awarded an annual certificate, the NCC has the right – for a given year - to:	5
Marketing and Communication	5
About the Assessment System	5
The Candidates	6
The levels	6
Supervisory/Operational management level (EJLog)	6
Senior management level (ESLog)	6
Strategic management level (EMLog)	7
The general procedure is that an application to become an NCC contains	7
Costs	8
ELA Certification Knowledge Group	9

Standards

Reference

Network

Mission Statement

We develop, promote, support the implementation and quality assure a certification system for individual logisticians based on Standards of Competence set up by the European Logistics Association, making it known, recognized and used Europe and World wide.

Introduction

The objectives of the ELA Certification Committee are to:

- improve the professional knowledge of logisticians, to introduce and maintain a recognised European structure of qualifications, and thus to promote the science, practice and development of logistics
- be aware of the development of new competencies in logistics
- introduce and maintain European standards for the practice of logistics
- establish European certification and qualifications procedures to assure the competency of those practising in logistics
- encourage the establishment of training organisations which support the qualifications deriving from this European system
- hold meetings with other European and international organisations engaged in logistics training and qualifications
- promote all activities associated with the objectives above
- carry out all of the above in accordance with the values and objectives of ELA

To fulfil this mission the European Certification Board for Logistics Committee wants to encourage the establishment of National Certification Centres throughout Europe and beyond.

Who can become a National Certification Centre (NCC)

In general, any organisation can become a Participant of the system, as long as they can guarantee a quality of performance and consistency within the set of rules defined as rights and obligations as set out in a signed contract. Logistics associations, institutes, educational bodies are particularly predisposed for this role on the condition that they can proof that they are able to cover the whole territory and that they show a firm connection to the industry.

In particular the following principles have to be respected:

- assessment and certification is separate from education and training
 - there are no preconditions as to the educational background of candidates applying for certification
- There are no limitations in terms of the geographical location of applying organisations but the organisation itself will have an assigned territory within in which they can offer certification.

ELA Certification Committee may appoint only one Awarding Body in each territory (called The National Certification Centre), which will be responsible for the programme. In general, a territory will be a country. Departures from these rules - only in exceptional circumstances - may result from justified reasons and have to be approved by the ELA Certification Committee .

It is recommended that a candidate NCC is a member of the European Logistics Association, so any organisation applying for ELA Certification participation will be encouraged to join The European Logistics Association as a full

Standards

Reference

Network

or an associate member. The reason for this recommendation is that – in fact – the competence standards implemented and used by the ELA Certification are owned by ELA.

If in a country there are already ELA member associations, these organisations get the first option of becoming the National Certification Centre for their territory if they are comply with the conditions mentioned above. The final decision will be taken by the ELA Board.

If there is no national ELA member association the application shall be investigated by the ELA Board and the participation may be granted fully or temporarily by the General Assembly of the European Logistics Association.

How to become a National Certification Centre

Application procedure:

- An applicant organisation will hold initial talks with ELA staff to find out information about the certification system and to understand what is involved.
- An applicant organisation fills in the Application Form, available at the Head Office and sends it by e-mail and by regular mail (a signed copy) to the ELA office.
- The application is reviewed by the ELA Board on its first meeting after submission of the application, provided it is delivered at least 2 weeks prior the meeting. The Board prepares information for the General Assembly, which has a decisive vote.
- An applying organisation might be invited to send its representative to maximum 2 meetings of the ELA Certification Committee Knowledge Group. Participating in the Knowledge Group meetings will give that representative good opportunities to learn more about the system.
- The Board makes recommendations on the candidates to the General Assembly during its Annual General Meeting.
- Participation in the ELA Certification System becomes effective after both parties sign this document as an agreement and the initial fee is paid.

The National Certification Centre

The Board

Each National Certification Centre will create an executive Board of Directors to supervise and monitor the local ELA Certification system. Such a Board shall comprise representatives of industry and of the logistics profession, as well as those from the academic world. The Board will appoint a Chief Assessor, who will be responsible for the Assessment process and procedures in the territory. He will appoint and supervise the local assessors.

The Administration

The Centre must have an effective system for monitoring records on the status of each candidate. There should be an individual candidate file containing all the information about the evaluation of candidates. These records must be compatible with ELA Certification requirements.

The Assessor

- Training and assessment must be fully separated to avoid conflict of interest. So trainers/teachers should not be assessors of a module on the same level as they teach.

Standards

Reference

Network

- Each NCC operating in the ELA Certification system is required to appoint a qualified Chief Assessor.
- All Chief Assessors must act conform to its directives on ELA Certification procedures and ELA Standards.
- The Chief Assessor is the first step in an appeal process.

Role and Responsibilities

In the framework of its obligations the ELA Certification Committee shall:

- Provide the NCC with all relevant materials. These are:
 - ELA Statutes,
 - ELA Certification Hand Book,
 - Second Layer of ELA Standards,
 - Quality Assurance Manual,
- Updated versions of relevant materials or documents.
- Provide the NCC with test materials from the ELA Certification Question Bank according to the rules as described in the binding version of the ELA Certification Hand Book, and provide it with all existing supporting materials.
- Place all coordinates of the NCC on the ELA webpage and all relevant promotional materials with a web link back to the NCC.
- Provide a marketing and communication plan to improve the ELA Certification branding.
- Deliver annually a Certificate for the NCC, giving it “the sole right to the ELA Certification Award Scheme” for the country/territory as specified in the document, on condition that the NCC has fulfilled its general and annual obligations.
- Deliver to the NCC, upon an order, requested number of candidate certificates – marked with unique serial numbers and filled in with candidates’ names (according to the binding version of the ELA Certification Hand Book); no blank certificates shall be issued.

In its rights the ELA Certification Committee is authorised to:

- Monitor the NCC’s performance according to the framework set and take necessary steps in the case of non compliance.
- Audit the NCC and the established national/territorial system.
- Refuse award of an Annual Certificate for the next year when there is clear evidence that the NCC is not respecting its obligations or/and is acting against the set rules.

In the framework of its obligations the NCC shall:

- Establish the national system and inform ELA about its structure, names of the persons in charge, names of assessors and name of the NCC’s representative for the ELA Certification Committee.
- Develop Quality Assurance System on the national level fully consistent with the ELA Certification Quality Assurance Manual.
- Pay the initial fee according to the mutual agreement with the ELA Certification committee (the fee is non refundable).
- Confirm annually in writing the commitment to comply with the stipulations of the binding version of the ELA Certification Hand Book.
- Pay annual fees by due dates.

- Conduct exam sessions according to the rules defined by Quality Assurance Manual and exam instructions provided each time.
- Deliver to the ELA office, after each exam session, requested documents (filled in feedback forms and Exam Results Reports).
- Deliver every year, by due date requested information as specified in the binding version of the ELA Certification Hand Book.
- Keep all the non public ELA Certification documents confidential.
- Respect restrictions on the territorial scope of its activities,
- Market ELA standards and certification on its due territory to ensure systematic recruitment of candidates.

Upon signing this agreement the NCC has the right and obligation to:

- Nominate its representative for the ELA Certification Knowledge Group. His/her active participation is expected during these meetings and in ELA Certification project team(s).

Having signed this Agreement and having paid the due initial fee the NCC is entitled to:

- Receive all relevant materials as described above.
- Start assessing candidates.
- Use the ELA Certification logo for marketing and promotion of the national system.

Having been awarded an annual certificate, the NCC has the right – for a given year - to:

- Organise exam sessions.
- Receiving 3 full sets of exams, on junior and senior level, free of charge.
- Assess candidates who are residents in the country/territory stated in the annual certificate.
- Assess candidates from the countries/territories where no NCC has been established – only if the assessment takes place on the NCC's due territory (stated in the Annual Certificate) on request of ELA.
- Order (purchase) certificates according to the existing procedures (as described in the binding version of the ELA Certification Hand Book).
- Award certificates to the assessed candidates according to procedures.
- Accrediting courses (using the phrase and logo and following guidelines published in the binding version of the ELA Certification Hand Book) on the territory stated in the Annual Certificate.

Marketing and Communication

ELA provides tools and services to the National Certification Centres for marketing the ELA Certification System, providing ideas and collecting needs from the National Bodies in order to:

- Maximise ELA Certification
- Increase the ELA Certificate Marketing value

About the Assessment System

The system consists of a central exam using Multiple Choice Questions, Short Answer Questions and Essay titles distributed 3 times per annum on Supervisory/Operational Management Level and Senior Management Level.

Standards

Reference

Network

All questions are provided in English and are available for translation two weeks before the exam. Each exam period lasts for seven days during which time the NCC can schedule the exam to meet their local needs. The specific dates are sent out one year ahead. The marking scheme is sent the week following the exam period.

The Candidates

- There are no preconditions as to the educational background of candidates.
- Candidates certified by a particular NCC should be residents of the respective territory, covered by this NCC. Candidates from territories where there is no NCC can be accepted by an NCC of their choice.

The levels

Supervisory/Operational management level (EJLog)

Target Audience:

- Supervisors in an operational role
- First line managers

Competences:

The candidate requires knowledge and skills in a broad range of work activities, usually performed in a wide variety of tasks, some of which are complex and non-routine.

Could be responsible for the control or guidance of others.

Key outcomes:

The candidate must

- understand supply chain strategies and processes, the interrelationships between and within logistics networks (generic knowledge)
- have special functional skills and knowledge
- to be able to optimise activities within his/her area of responsibility

Senior management level (ESLog)

Target Audience:

- Managers or consultants planning, coordinating and controlling different parts of the logistics network (Operational managers)
- Graduate entrance to the profession who are on the fast track to senior management

Competences:

Involves specialist skills and knowledge in a broad range of work activities, usually performed in a wide variety of tasks, mainly complex and non-routine.

Has a substantial degree of personal autonomy and responsibility. Usually is responsible for the work of others.

Key outcomes:

The candidate must

- understand supply chain strategies and processes, the interrelationships between and within logistics networks
- have special skills and knowledge in management of processes and projects
- to be able to define and optimise the supply chain processes within his/her area of responsibility.

Standards

Reference

Network

Strategic management level (EMLog)

Target Audience:

- Senior managers, senior consultants or directors with considerable experience in logistics management (Strategic managers)
- Senior executives who have assumed logistics responsibilities from another business discipline

Competences:

Requires the application of fundamental principles and complex techniques across a wide range of unpredictable contexts.

Usually involves responsibility for substantial human, physical and financial resources.

Key outcomes:

The candidate must

- understand logistics strategies and processes, the interrelationships between and within logistics networks, and the role of logistics within the total business context
- have special skills and knowledge in logistics strategies
- to be able to define and optimise the logistics strategies within his/her area of responsibility.

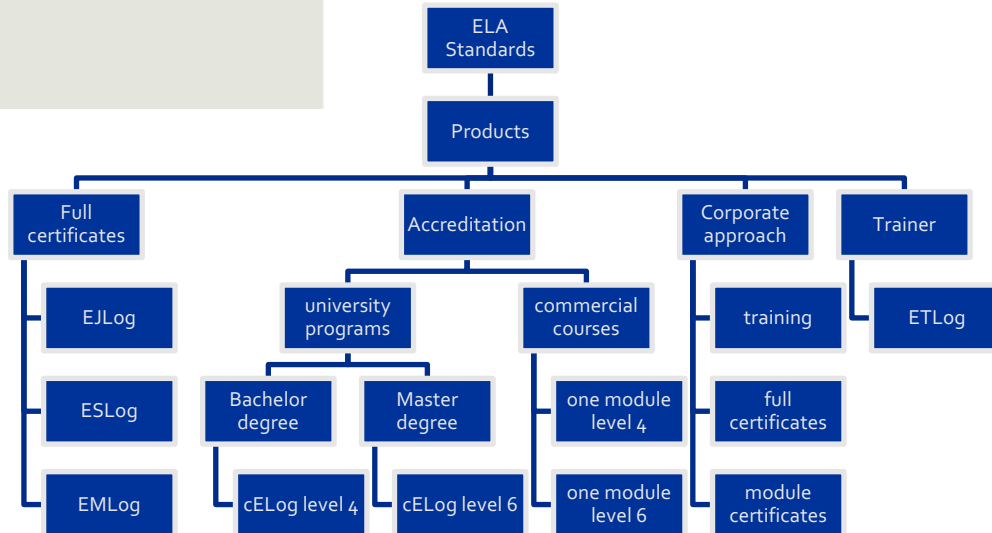
The reference to these guidelines are to be found in the 'Handbook' and are subject to constant review. Only the latest version of the Handbook is binding.

All products based on the ELA Standards are listed in a separate document.

The general procedure is that an application to become an NCC contains

- the completed questionnaire¹
- a brief presentation of your organisation
- a presentation of the assessment system you are using
- letters of recommendation from independent organisations/companies

¹ This questionnaire is meant for the NCCs and so some of the questions will not apply to your situation. Please ignore these questions or feel free to complete them as you please.



- List of current products
- The full documentation is in a [separate document](#) available to all NCC and on demand. The main rules are that an NCC can provide all products above to their customers exclusively in the territory granted.

Financial commitments:

1. An initial fee:
 - € 9000,- / 6000,- or 3000,- depending on the weight of your country in the community
2. Annual fee:
 - € 2000,- charged by ELA to be paid no later than the year following the acceptance and starting before the first certificates are ordered
3. Accreditation fee for university:
 - € 300,- per year charged by the acting NCC to the university
 - € 150,- per year charged by ELA the NCC
4. Candidate certificates
 - € 150,- per EJLog and ESLog certificate
 - € 350,- per EMLog certificate
 - € 60,- per cELog certificates level 4 charged by the NCC to the university for each graduate meeting the passing criteria
 - € 30,- per cELog certificates level 4 charged by ELA to the NCC
 - € 100,- per cELog certificates level 6 charged by the NCC to the university for each graduate meeting the passing criteria
 - € 50,- per cELog certificates level 6 charged by ELA to the NCC
5. Accreditation fee for training institutes on a modular bases
 - € 300,- per year charged by the acting NCC to the university
 - € 150,- per year charged by ELA the NCC

Standards

Reference

Network

6. Module certificates

- € 100,- per module certificates level 4 charged by the NCC to the training organisation for each graduate meeting the passing criteria
- € 50,- per module certificates level 4 charged by ELA to the NCC
- € 150,- per module certificates level 6 charged by the NCC to the training organisation for each graduate meeting the passing criteria
- € 75,- per module certificates level 6 charged by ELA to the NCC

ELA Certification Knowledge Group

One representative of each NCC is part of the NCC Knowledge Group. The committee meets once or twice a year somewhere in Europe. These meetings are a benchmarking for the NCCs and you will get updates on new developments.